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Gordon Library Annual Report 2012-2013

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WPI

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Annual Report

2012-2013



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Quick Facts!

- ◇ 62 % increase in foot traffic from 5 years ago
- ◇ Major assessment of services and resources utilizing a variety of tools
- ◇ 81% increase in classes, programs and consultations over the past 5 years
- ◇ Great Problems Seminars: 633 students received personalized instruction through 17 sessions
- ◇ Project Centers: 15 class sessions and 127 faculty required research consultations
- ◇ Graduate Students: 32 course-integrated and general sessions attended by 370 people
- ◇ International students: 90 students attended 12 small group sessions on academic honesty and 276 students attended orientations and tour

Gordon Library Annual Report

In many ways, the 2012-2013 year was one of reflection and planning. The library staff joined with faculty, students, and alumni to explore the library of the future and develop strategies to meet the challenges ahead. Three key elements make up the library of today and tomorrow – resources, services, and spaces. All three of these key areas are undergoing major changes in libraries of all types across the world. In this report, we provide a quick look at our activities of the past year. In our upcoming Vision Task Force Report we look ahead and prepare for the library of tomorrow.

Many changes took place in the Gordon Library in the past year. Several major physical changes to the library space improved and enhanced the experience of studying and working in the Library. We expanded the Information Commons and replaced chairs in Tech Suites and open study areas. We added permanent exhibit space in the corridor leading to Archives and Special Collections. New compact shelving in the Archives Main Storage Room nearly doubles the capacity of that area. We consolidated collections into a smaller shelving footprint on the third floor to create new flexible teaching space for expanding library instruction programs. The third floor also received new carpeting as we gradually replace the worn and outdated older gold carpet throughout the building with modern carpet tiles.

Our programs and services also continue to change. We know this is the way things will be for the foreseeable future and we welcome the challenge. The Research and Instruction team increased dramatically the number of classes, programs, and consultations provided to WPI students. Use of electronic resources also increased through expanded access using SUMMON, our discovery system software. Print circulation of books, however, continues to decrease. We are in the midst of an



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- ◇ Added nearly 100 new online databases
- ◇ Created a new institutional repository
- ◇ Piloted several programs to improve services through partnerships with the Student Government Association and the Office of Alumni Relations
- ◇ Digitized over 1,000 print IQPs and MQPs
- ◇ Participated in a “Dickens Weekend” event that included a visit to the University Archives by Charles Dickens’ great-great grandson
- ◇ Established an exhibit honoring WPI alumni and leaders: “Profiles in Innovation”
- ◇ Archives had 785 visitors this year from the WPI community, alumni and outside researchers

extensive study of the collections to determine our future directions for maintaining and supporting its use. We installed a new institutional repository that will form a strong base for future digital collections of WPI scholarship. And, we entered into a partnership with Serials Solutions to beta test the next generation of library services platform software they are developing.

We administered the MISO (Measuring Information Service Outcomes) survey in collaboration with the Information Technology Department to measure how faculty, students, and staff view library and computing services in higher education. We also worked with *Sustainable Collections Services* for an in depth analysis of the library’s print collection. The information gathered is being analyzed and will help us to improve our services and collections.

Our staffing underwent major changes with three new staff members joining the group in the past year. Rebecca Ziino and Rachel Zyirek are part of the Research and Instruction department and focus on first-year students and science and engineering graduate support respectively. Jessica Colati joined WPI in October as the Digital Initiatives librarian and oversees DIGITAL WPI. This effort brings together many earlier efforts to digitize WPI scholarship and collections. These additions were positive, but we also dealt with significant loss in less than one calendar year. Betty Goodrich and Christine Drew passed away leaving behind many grieving colleagues. Betty worked at the Gordon Library for over 30 years and finished her career cheerfully serving as Interlibrary Loan Associate. Christine Drew, Associate Director for Research and Instruction, was known locally, regionally, and nationally for her leadership, innovation, and creativity in information literacy and librarianship in general. Christine’s passion for life and librarianship were evident in everything she did. The entire library staff managed to provide excellent service and programs to the community during these difficult times and must be recognized for their dedication to the profession and the clients they serve.

We stand ready to be even more innovative, more creative, and more engaged with students, faculty, and alumni of WPI. We are the library of the future – today.

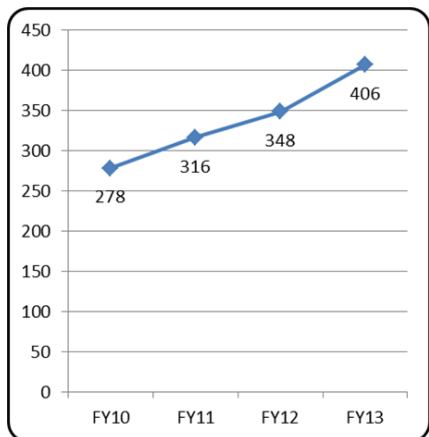


Research and Instruction

Research and Instruction librarians continue to partner with faculty to develop a more systematic approach to incorporating information literacy into the curriculum so that a foundation of core information literacy concepts can be created for all students. Research and Instruction librarians enjoyed their busiest year to date representing a five year increase of 81% in total instruction. Teaching students important lifelong research skills in project- and laboratory-based environments, librarians offered 414 course-related, general, and outreach sessions to 6,800+ attendees. Course-embedded instruction constituted the largest portion of library instructional offerings. Most sessions were part of interdisciplinary classes.

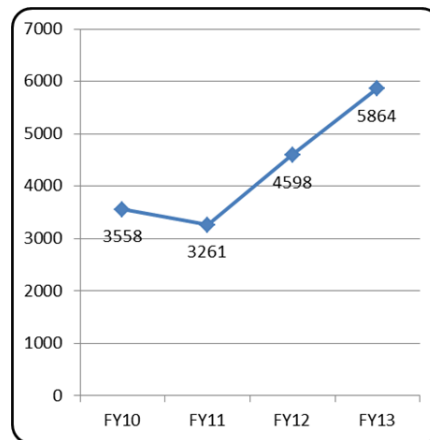
Total Instruction Sessions FY10-FY13

(Does not include receptions and events)



Total Number of Attendees FY10-13

(Does not include receptions and events)



Research and Instruction librarians increased Great Problems Seminar integrated support with an additional spring class. Customized instruction topics ranged from finding, citing, and using media items to specialized course research guides, to academic poster presentation guidance, and reference management. Extracurricular initiatives such as "Talk Like a Pirate Day," the library vendor fair, targeted first-year Insight teams and reached an additional 200 students.

Support for off-campus IQP project centers increased during the past year. The library initiated efforts to support more on-campus IQP teams through outreach to on-campus advisors. The Research and Instruction team offered 13 class sessions for ID2050 students and 129 faculty-required research consultations to 770 IQP students. This is an increase from the prior year's two class sessions and 123 faculty required consultations that reached 520 students.



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The Research and Instruction team also piloted a multi-week, interdepartmental graduate student support program at Gateway Park in February and March 2013. Faculty, post-grads, Ph.D. and Masters students and staff discussed topics ranging from authors' rights to literature reviews to data management. Due to its success, the Graduate Student Government partnered with the Gordon Library to offer the program at the Campus Center in May/June 2013 with great success. The new *Graduate Student Support Series (GSSS)* reached 168 graduate students through 17 sessions.

International students received customized library support through collaboration with the International House. The library hosted small, personalized library tours to 186 international students during orientation. Librarians also gained inclusion into 12 ESL500 classes instructing an additional 90 international graduate students about academic honesty best practices in the United States.





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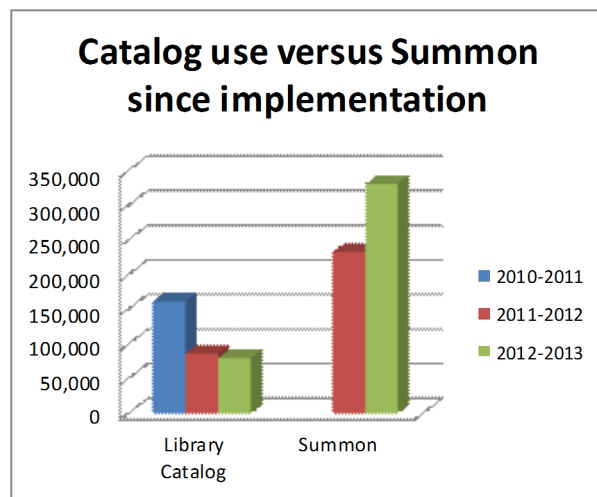
Technology and E-Resources

The Technology and Electronic Resources Management Department is responsible for all aspects of the library's online systems and electronic and digital resources, including day-to-day management of the Summon discovery service, integrated library system and library catalog, institutional repository, digital asset management systems, digital reformatting requests, and the proxy service. We also oversee licenses and subscriptions to all of the electronic resources that the library provides, including electronic journals and books, databases, and software services that the library utilizes to manage these resources.

This year the library took a major step toward the establishment of an institutional repository for WPI with the hiring of Jess Colati to the newly created position of Digital Initiatives Librarian. Jess coordinates all aspects of digital collections development and institutional repository services for the library and WPI community partners and stakeholders. She manages [Digital WPI](#), the library's developing digital curation initiative which includes faculty scholarship, WPI historical publications and images, projects, presentation, patents, manuscript collections, recordings and exhibits created by members of the WPI community. Over the past nine months, more than 600 faculty publications, 750 historical images, and 1,200 campus newspaper issues, beginning with the first issue of the WTI from 1885, have been made available online in [DigitalCommons@WPI](#). Since October, the repository has seen more than 27,000 hits by online users from over 100 countries.

The library added nearly 100 new online databases in 2012-2013, many of them open access and discoverable in Summon, the library's discovery platform. Among the paid electronic resources added this year was *Philosopher's Index* (the standard tool for access to literature of philosophy). We also added *Pivot* (funding opportunities for faculty and students), with the library sharing the annual subscription cost with WPI's Office of Sponsored Programs. New full text resources include the *Springer Book Archive* (over 20,000 titles in Astronomy, Chemistry, Computer Science, Engineering, Materials Science, Mathematics, Physics and Statistics), and *Oxford Bibliographies Online* (authoritative bibliographies to support IQP research).

Use of electronic resources has increased overall since implementation of Summon in the summer of 2011. As Summon has become the primary discovery point for library resources, use of the library catalog has declined. This chart shows the number of catalog searches in FY11 prior to the implementation of Summon, and the number of catalog and Summon searches in FY12 and FY13.





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Access Services

Access Services staff oversees borrowing, course reserves, interlibrary loan, resource sharing and stack maintenance. The department is also responsible for Tech Suite reservations, all library student staff employment, and building safety.

Due to ongoing demand for Tech Suites and requests to have more rooms available immediately on demand, the library piloted a one-hour non-reserveable Tech Suite during D term 2013. It was used 356 times with much positive feedback. We will evaluate the pilot and determine if more Tech Suites will be available under the one-hour express service model.

Access Services partnered with the Student Government Association, WPI Bookstore and the Collections Management Department of the Library in a D-term pilot program to provide additional copies of textbooks for course reserves. SGA purchased nine textbooks for the course reserves collection mid-way into the term, but only five of them circulated with low volume. We will continue to collaborate with the SGA in evaluating this service.

We also reviewed and implemented several new policies this year. To encourage more borrowing, the department instituted unlimited renewals on any items with a circulation period longer than one week. Recalls were also instituted. Working with the ID office and Alumni Relations, Access Services developed a new system to administer and provide borrowing cards for WPI alumni, creating a streamlined process for both alumni and WPI departments. Access Services managed critical upgrades to its interlibrary loan system ILLiad as well as migrating from Ariel software to Article Exchange as part of document delivery to external libraries and institutions.

Extended hours for four nights at the end each term were once again successful. This year, very popular late night treats were sponsored by Graduate Student Government, Student Government Association, the Dean of Students Office, and the Gordon Library.





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Collections Management

Acquisitions

The number of books requested by academic departments was down slightly this year, but we increased purchase of items requested by patrons through either interlibrary loan or the online request form. We also created a new program with e-book vendor ebrary for titles in Robotics, Biology, Chemical Engineering, and Architectural Engineering, which resulted in the purchase of 26 titles. We purchased the Bowker Book Analysis system, which can be used to analyze our collection and notify us of significant new books published by subject area. This was used to make some purchasing decisions.

Cataloging

The Library of Congress implemented a new system of cataloging rules, Resource Description and Access (RDA), in March 2013. The system is intended to make cataloging records easier for patrons to understand, with fewer abbreviations and Latin phrases and more flexibility for catalogers to make decisions. RDA records received from our main library record vendor, OCLC, have begun coming into our Voyager catalog, and librarians are working with Serials Solutions on their implementation of RDA for records for electronic resources.

Collections

- The library started working with Sustainable Collection Services, a consulting company that helps libraries analyze use of their print collections and their relevance compared with peer institutions. SCS reports on WPI collections data showed that 44% of print books did not circulate since 1997 or see use in the building in the past two years. This is consistent with current academic library trends.
- In a separate project, segments of the collection on the third floor (LC classification A-N) have been compressed to create a new flexible space for library instruction sessions.
- We purchased 70 individual DVD titles and sets to replace VHS versions to update our collection and conserve shelf space.
- Supporting materials were selected and purchased for WPI's new project centers in Albania, New Zealand, Russia, India, and Nantucket.
- We worked with representatives of student government and the WPI bookstore to pilot a program for providing reserve books for classes of over 100 students with textbooks costing over \$100 in D -



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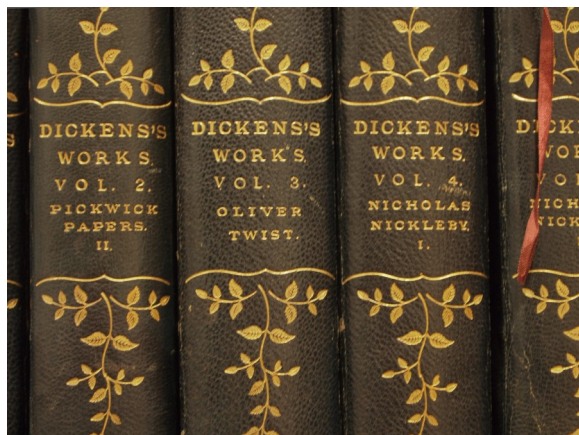
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term. The program benefitted students who were not financially able to purchase the textbook and for students who own the textbook, but do not want to carry it with them all day. SGA provided funding for the pilot.

- This year over 1,100 IQP/MQP reports from the library's collection of print reports from 1999-2006 were digitized and made available to the WPI community online. The project, begun in 2008, is nearly completed.

Preservation

This year, the Preservation Librarian completed and submitted a grant proposal for \$300,000 to NEH for environmental systems for the Archives and Special Collections wing. Extensive work was done on the creation of the Profiles in Innovation exhibit: researching museum standards and making recommendations on materials and lighting; cleaning and preparing the objects for installation; editing text and serving as liaison to the exhibition designer and exhibition fabricator. A unique bound volume was created for the Development Department as a gift of appreciation for a major donor. Morgan Family portraits were packed and moved from Belmont Street and contracts for conservation with Paintings and Frame conservators at the Worcester Art Museum were made to begin treatment of the paintings. The Preservation Librarian gave three talks on the Rare Books Collection for classes in Mathematical Sciences, Biology, and Biotechnology.





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Archives and Special Collections

Compact shelving almost doubles space in Main Storage Room:

In June, Donnegan Systems, Inc. installed compact shelving in our main storage room, increasing the room's capacity from 1,032 linear feet to 1,971 linear feet. Our university records and manuscript collections continue to grow, and this will help us to meet our storage needs.

Reference services to WPI community and outside researchers:

In addition to ongoing reference assistance, we have been providing assistance and materials from the Archives to the researchers working on a new book of WPI's history for the Sesquicentennial. We also provided research support and access to historic WPI documents to several Humanities and Arts Inquiry Seminars in the past year. These included an architecture seminar in which students studied the architecture of some of WPI's buildings; and a history seminar in which students studied aspects of WPI's history, including academics, early library resources, and the WPI Plan.

Progress on processing our large Morgan Construction Company Archives:

We received funding from the Morgan Worcester Foundation and hired a project archivist to process the Morgan Construction Company's printed records, primarily early correspondence, business records, and information about specific mills. The archivist has completed that phase of the processing project. The next phase is processing thousands of photographs and other media.

Planned and prepared exhibits:

Library exhibitions focused on highlighting WPI history and Special Collections materials. In September, Gordon Library, Vaillancourt Folk Art, and the National Park Service participated in a Dickens weekend in Worcester, culminating in a reading by Dickens's great-great grandson Gerald Dickens at Mechanics Hall. Events hosted at WPI included a reception and talk by Kristin Boudreau, Associate Dean and Department Head for Humanities and Arts. The weekend also included a visit to the Fellman Collection by Gerald Dickens, who was impressed with the Dickens correspondence and other unique material in the collection.

The Profiles in Innovation, a semi-permanent exhibition on the ground floor, honors Richard Whitcomb, Robert Goddard, and other innovative alumni. Other exhibits of note were antique glass bottles -- unexpected finds unearthed during the new of parking garage, and Chester A. Reed, Class of 1896—a noted nature illustrator. Robert Goddard (Class of 1908) artifacts and the lunar lander leg fabricated by Allan Glazer (Class of 1949) were displayed at WPI's TouchTomorrow event.

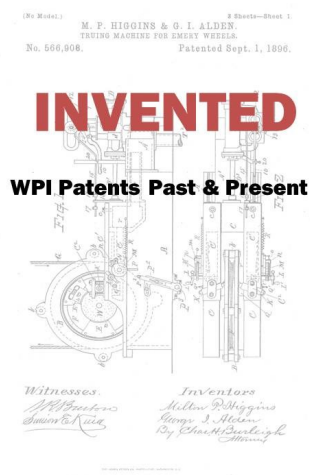


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Other exhibitions for the year included, in the Class of '41 Gallery, “Vanishing Points: Paintings by Erika Wade”; a return of WPI’s community art show “Art | WPI”; and “when $4 \times 4 = 8$,” by the Poetry and Art Collaborative.

In the Gladwin Gallery, “Invented: WPI Patents Past and Present” highlights some of the thousands of patents received by WPI faculty, alumni, and trustees since the founding of the Institute.



The Class of 1970 Café Gallery hosted exhibitions of student work with photographs of Namibia by Donal Boyd, Class of 2013, and biological illustrations by Daniel Valerio, Class of 2013.